

**ASSISTANT TOWN CLERK***Town Clerk's Office***DEFINITION**

Under general supervision of the Town Clerk, provides assistance to the public in person and by phone and performs related processing of licenses, voter registration, elections, public notices, certifications, census, vital records, etc.; serves as primary staff member responsible for provision of administrative and secretarial duties for the Town Clerk's office; provides guidance and direction to clerical staff in the office, for elections and Town Meeting; and in accordance with MGL, assumes duties of the Office in the absence of the Town Clerk.

**ESSENTIAL FUNCTIONS**

Provides assistance to internal and external customers of the office, including members of the public, staff of the Town, board and committee members, etc. Greets visitors, answers phones, explains office procedures, and responds to questions within level of expertise and authorization, maintaining confidentiality of information consistent with public disclosure requirements, and referring more complex issues to the Town Clerk. Issues may include:

1. Explanation of division policies, regulations and office procedures, including restrictions or requirements that apply in individual situations.
  2. Explanation and interpretation of town bylaws, state and federal regulations, and policies and procedures relevant to the functions of the office.
  3. Dog and fish and game licenses; marriage, birth and death certificates; gasoline licenses, business certificates and UCC filings.
  4. Voter registration, absentee ballots, nomination papers, and petitions.
  5. Certifications, posting notices, applications and materials related to the Board of Appeals and the Town's sign bylaw.
  6. Sale of street lists, zoning bylaws, general bylaws, design guidelines, voter identification cards.
- Provides guidance and direction to other office staff and assists in directing workers at town meetings and elections. Provides training; may assist staff with more complex questions and issues; oversees the hiring of election and town meeting workers and provides input to Town Clerk on applicants for office staff jobs; and assumes all duties and responsibilities of the Office in the absence of the Town Clerk in accordance with MGL Chapters 73 and 451.
  - Serves as staff member with primary responsibility for management of vital statistics and records, census, federal and state tax liens.

- Registers voters, assists in entering voter registration data into town and state computer systems; processes requests for absentee ballots, issues related ballots, and assists in compiling absentee votes.
- Through data file searches, verifies signatures on petitions and nomination papers and compiles related statistics.
- Assists in tallying town voting results at elections and at Town Meeting.
- Performs data entry into town and state computer systems to record changes from census data for assigned tracts; prepares, updates and files related hard copy documents.
- Administers oath of office to town officials; authorized to use the town seal.
- Serves as office staff member responsible for routine bookkeeping functions, including processing of invoices, preparation of department weekly attendance reports for payroll, preparation of election and Town meeting payroll, posting of daily receipts, and ordering of office supplies.
- Authorized to execute official documents which require the Town Clerk's certification.
- Performs other related duties as assigned.

### **MINIMUM QUALIFICATIONS**

#### **Skills, Knowledge and Abilities**

- Knowledge of standard office procedures, practices, forms, and equipment.
- Ability to prepare routine correspondence and reports.
- Ability to understand, learn, interpret and explain policies and procedures and to apply such guidelines appropriately to different situations.
- Ability to interact effectively and tactfully with a wide variety of individuals including management personnel, other department staff, outside professionals and members of the public.
- Ability to communicate clearly and concisely with others, both verbally and in writing.
- Ability to prioritize multiple tasks and deal effectively with interruptions.
- Ability to perform detailed work accurately and efficiently within strict deadlines.

#### **Education and Experience**

Duties require knowledge of office practices and pertinent state and federal laws and regulations equivalent to two years of college and 3-5 years of related experience.

**SUPERVISORY RESPONSIBILITY**

Provides occasional guidance to office staff and training and direction to election and town meeting workers.

**PHYSICAL ELEMENTS**

Open office environment, subject to normal temperature variations and noise.

Frequent standing to assist customers in the office.

Frequent interruptions to assist customers in the office or on the phone.

May spend extended periods at typewriter, on telephone, or operating other office machines, requiring eye-hand coordination and finger dexterity.

Regular lifting and carrying of files, documents, records, etc.